



Step 1: Form Your Team

Objectives

In **Step 1** you will:

- ▶ Assemble a Year 2000 Readiness Team,
- ▶ Hold a kick-off meeting, and subsequent meetings,
- ▶ Assign members of your team to the last five of the six steps, and
- ▶ Decide how you will begin communicating with residents.

Overview

In **Step 1**, you will first assemble your Year 2000 Readiness Team by reviewing a list of possible attendees internal and external to your organization and then listing them on the **Year 2000 Meeting Planner Worksheet** on **page 1-2**. Next, plan the kick-off meeting by filling out the **Year 2000 Meeting Agenda** portion of the worksheet. At the kick-off meeting, you will assign members of the team to each of the last five steps using the **Task Responsibility Worksheet** on **page 1-4**. Finally, you will decide how to communicate with residents by using the **Sample Letter to Residents** on **page 1-5** and the **Resident's Year 2000 Preparation Sheet** on **page 1-6**.

Assemble a Team



Assemble a Year 2000 Readiness Team of *in-house* and—as necessary—*external people*, such as representatives from your business partners organizations.

The following lists suggest what type of individuals you might want to contact with a request that they attend a kick-off meeting.

Who should attend your kick-off meeting?



Choose from your internal staff:

- ▶ Section 8 Subsidies Representative
- ▶ Title 6 Representative
- ▶ Accounting Representative
- ▶ Facilities/Maintenance Representative
- ▶ Family Case Worker
- ▶ Office Manager

Choose from your external business partners / consultants:

- ▶ Resident Representatives
- ▶ County Government Representative
- ▶ Vendor Representatives (Computer, Building Services, etc.)

Year 2000 Meeting Planner Worksheet

Directions: Use this worksheet to plan the agenda and to determine who you want to attend the specific meetings you schedule. (You can also use a copy of this worksheet to record attendance at team meetings. It will help provide historical documentation for each meeting you hold during your Year 2000 Readiness project.)

Meeting Subject:			
Date:		Time:	
	Name	Position/Title	Phone
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
11.			
12.			
13.			
14.			
15.			

Year 2000 Meeting Agenda Planner and Record

Part 1: Complete First			Part 2: Complete After Meeting
Agenda Item	Speaker Name	Time Limit	Meeting Notes and Comments (Action Item, Assignee, and Deadline)
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			

Estimated Planned Meeting Time:

Plan Kick-Off Meeting

Depending upon the size of your operation, your kick-off meeting could have as few as one or two people or could involve a much larger group.



Use the **Year 2000 Meeting Planner Worksheet** on **page 1-2** to help plan this meeting.

At this meeting you will:

- ▶ Explain the six steps to Year 2000 Readiness.
- ▶ Use the **Task Responsibility Worksheet** on **page 1-4** to assign staff members to the last five steps and establish preliminary completion dates for each part of your Year 2000 Plan.
- ▶ Determine how you will communicate with residents to inform them of what is being done about Year 2000 problems, as well as what they might do themselves to avoid inconvenience in January 2000.

Assign Members of Team to Each of the Last Five Steps

The last five of the six steps you need to complete in order to prepare for Year 2000 can be broken down into tasks. The task breakdown process enables you to determine:

1. **What** tasks need to be accomplished,
2. **Who** will accomplish the task, and
3. **When** the tasks will be accomplished.



Use the **Task Responsibility Worksheet** on **page 1-4** to help assign your team members to each step and to help determine the completion date for each step of the Year 2000 readiness process.

Communicate With Residents

During the entire process, the residents should be kept informed to facilitate their input, as well as to enlist their cooperation to provide for themselves when possible.



Use the **Sample Letter to Residents** on **page 1-5** and the **Resident's Year 2000 Preparation Sheet** on **page 1-6** as tools in your resident Year 2000 information campaign.

Task Responsibility Worksheet

Directions: Use this **Task Responsibility Worksheet** to assign team members to each Year 2000 readiness step and to determine the completion date for each step of the plan.

Step	Task	Name of Assignees	Completion Date
1.	Form your team. (Note: This step is in progress and will be completed by you or by someone you designate.)		
2.	Identify critical functions.		
3.	Reduce critical business functions to individual elements.		
4.	Make assessments of the individual elements.		
5.	Determine schedule and workarounds for critical functions.		
6.	Determine fix solutions for non-compliant elements.		

Sample Letter To Residents

Directions: Use this sample letter as a tool in your resident Year 2000 information campaign. You can also include the **Resident's Year 2000 Preparation Sheet** on **page 1-6** on the back of your letter to residents.

DATE:

TO: Residents of [Your Community]

FROM: [Your Name]

Executive Director, [Your Community]

The year 2000 is coming--and with it, there are things we want to tell you about. First, we want you to know that we are aware of and are working on what is being called the "Year 2000 problem." We expect to have everything ready so that residents in our community are not faced with any difficulties that could be the result of the Year 2000 problem.

Let me explain what the Year 2000 problem means. Because of the way computers were initially set up, some of them might have trouble knowing the difference between the year 2000 and the year 1900. This means computers might not work correctly. For example, things that are normally sorted in date order, like billing statements, might have last year's transactions print after, rather than before, this year's transactions. Or, things with expiration dates, like your employee badge, might not let you into your office building because the computer thinks the badge is too old. Or, perhaps, the signal lights would cause traffic to back up because they are confused that it is a weekend rather than a weekday. These are just some of the things that *could* happen, but *probably won't*, because there are a lot of people working to fix the problem and ensure that when the clock ticks into the year 2000, everything continues to work the way it should.

We want to let you know that we, too, are making sure that everything in this community works the way it should as we get close to January 1, 2000. We are checking the heating systems, the elevators, the accounting system, even the water systems and security, to make sure our community continues to operate, safely and soundly. We will try not to bother you as the staff does this work, but you may see extra repairs taking place during the next few months. If we need to do a lot of work on things like the fire alarms or the elevators, we will make sure to tell you so you are not inconvenienced.

Attached is a **Resident's Year 2000 Preparation Sheet**. This sheet can assist you, as an individual, to be ready for the Year 2000 problem.

We are looking for one resident representative to help us with our Year 2000 preparation. If you would like to volunteer as the representative or have special needs within your residence for which you would like assistance, please call [Office Contact Name at 555-5555].

Sincerely,

[Your Name Here]

Resident's Year 2000 Preparation Sheet

Directions: Use this list to help prepare for the Year 2000 century date change. A good source for more details about Year 2000 preparedness is the **Federal Year 2000 Information Center**, which can be reached at 1-888-USA-4Y2K. (1-888-872-4925)

Year 2000 Tips and Hints for Residents

Embedded Chips—Check with the manufacturers of any essential computer-controlled electronic equipment in your home to see if they may be affected. This includes fire and security alarms, programmable thermostats, and other electronics, such as VCRs, coffeemakers, toasters, and microwaves. If there is an LCD display (a bright red or green display that tells you the temperature of your oven, the phone number being dialed, or the floor at which the elevator has stopped, for example), then it probably has an embedded chip. If the display shows a calendar date, it is clear that it is date sensitive, and Year 2000 vulnerable.

Food/Water—Have supplies to last several days for yourself and those who live with you as though you were preparing for a winter storm. This includes having foods that won't spoil—select food that requires no refrigeration, preparation, or cooking, and little or no water to prepare (for example, ready-to-eat canned meats, fruits, and vegetables). Have stored water on hand—1 gallon of water per person for each day.

Cooking—In case power fails, plan to use alternative cooking devices in accordance with the manufacturer's instructions. Don't use open flames or charcoal grills indoors.

Heat—Have blankets, coats, hats, and gloves to keep warm. Please do not plan to use gas-fueled appliances, like an oven, or wood burning stoves that are not designed to be used in a home as alternative heating sources. Camp stoves and heaters should only be used out of doors in a well-ventilated area. If you do purchase an alternative heating device, make sure it is approved for use indoors and is listed with the Underwriters Laboratories (UL).

Light—Have plenty of flashlights and extra batteries on hand. Don't use candles for emergency lighting.

Smoke Alarms—Examine your smoke alarms now. If you have smoke alarms that are hard-wired into your home's electrical system (most newer ones are), check to see if they have battery backups. Every fall, replace all batteries in all smoke alarms as a general fire safety precaution.

Communication—Telephones that are in most residences may have embedded microchips that display the date and call information. The display probably will not prevent you from making and receiving calls; call the manufacturer or check their web site to be sure. Be prepared with extra batteries if you need to rely on a battery-operated radio or TV. Your telephone set, even if it has embedded microchips, may not display the right date, but will most likely still send and receive calls if it connects directly to the telephone network and not through a switching system or PBX.